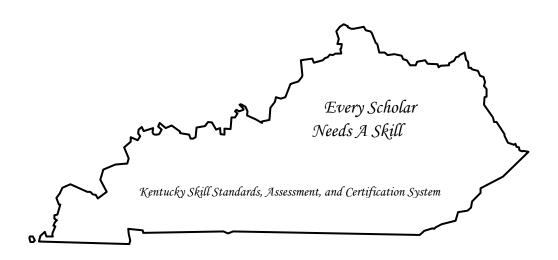
# Kentucky Family Services Skill Standards



Established by the Family Services Skill Standards Task Force

July 2000

#### ACKNOWLEDGEMENTS

As Project Coordinator for the Family Services Skill Standards Project in Family and Consumer Sciences, I have been privileged to work with outstanding Business and Industry Representatives and teachers from middle school and secondary family and consumer sciences programs across the state. This group has reviewed, endorsed, edited, rewritten, and revised documentation relating to this skill standards project.

The mission of the Family Services Skill Standards Task Force was to develop a "user-friendly" document that would serve as a tool for instruction for all family and consumer sciences teachers. Our hope is that schools/teachers will use this document as a framework for further curriculum development and alignment. Future plans for the Task Force will include regular reviews and updates to the document and development and review of skill standards assessment items.

A project of this significance relies heavily on the support and cooperation of many. The state effort could not have been accomplished without the persistence and guidance from Pamela Moore, State Skill Standards Project Director, and Mikala Rahn, national consultant for the effort. The National Association of State Administrators for Family and Consumer Sciences has also provided clear guidance and direction for the implementation of the National Standards for Family and Consumer Sciences Education. On behalf of the Kentucky Department of Education, Division of Career and Technical Education, I would like to acknowledge the support of the Family Services Skill Standards Task Force and the contribution they made to this project. The following persons served on this task force:

Pat Russell, Ohio Co. High School
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The following business and industry representatives assisted with the development and/or review of the project and have endorsed the attached standards:

Dr. Sarah Henry, KY Association Family and Consumer Sciences Cherie Mingus, KY Association Family and Consumer Sciences

With Many Thanks,

Ginny Ellington, Family and Consumer Sciences Consultant Kentucky Department of Education Division of Career and Technical Education

# **INTRODUCTION Family Services Career Major**

In 1990, the Kentucky Education Reform Act (KERA) academic goals outlined what every student in Kentucky schools should know and be able to do. In 1998, Kentucky adopted the National Family and Consumer Sciences Skills Standards that answers the question: "What does a worker need to know and be able to do to contribute to the safe and effective delivery of family and consumer sciences and related occupations?" The standards inform current and future family and consumer sciences employers, employees and educators about what skills and knowledge workers need in order to succeed—in a job, a life- long career and in the dual role of family member/wage earner.

Workers in the family services area, also known as humanitarians, help those with mental, social, physical, and/or vocational concerns. They help people deal with problems in one or more of the areas listed above. Many of these jobs are in schools, mental health clinics, guidance centers, welfare offices, nursing homes, day and adult care centers and private homes. Jobs may include working with the elderly, the very young, and the disabled.

There will always be a need for workers in the area of family services. Some of the jobs include social worker, residential counselor, human service worker, elder care aide, social welfare service aide, case worker supervisor, nursing home assistant and social worker. These jobs range from those requiring certificates, associate degrees or other post-secondary education to those with bachelors degrees. The projected rate of growth in jobs is 29.5% through the year 2006.

#### Preparation for Tomorrow's Workforce

Carl D. Perkins Vocational and Technology Act of 1990 mandates broad vocational, rather than job-specific, training and an integration of academic and vocational content. The Act requires programs to provide students with a general understanding of "all aspects of an industry." More recently, the first of the five Indicators of Performance in the new Perkins legislation addresses "student attainment of challenging state-established academic and vocational/technical skill proficiencies."

Skill Standards are the performance specifications that identify the knowledge, skills and abilities, and individual needs to succeed in the workplace. Identifying the necessary skills is critical to preparing students for entry into employment. Skill standards provide a common vocabulary to enhance communication between:

- •Employers and Job Seekers—to specify the knowledge, skills, aptitudes and attitudes required for recruitment, hiring, and retention in a company or within an industry.
- •Employers and Schools or Job Training programs--to encourage the alignment of school curricula with industry requirements, to update educational objectives as workplace demands change, and to ensure a better return on public and private education and training investments.
- •Employers or Job Seekers and Schools or Job Training Programs--to help employees and job seekers make decisions about their own education and training needs in a changing market place.

In the most successful workplaces, the only constant is change. Jobs that were previously simple now require high performance work processes and enhanced skills in order to compete globally. Skill standards reflect these changing workplace realities and are keys for helping applicants and employers enjoy greater career opportunities and achieve higher standards of living and economic security.

#### Kentucky's Certification System

Skill standards are important today to educators, employers, and students who desire jobs after graduation from high school. The Division of Career and Technical Education, in conjunction with employers from the family and consumer sciences industry, are working together to develop a system to certify that students have attained the necessary skills for employment. The first step in developing this system was the development or adoption of skill standards that describe the necessary occupational, academic and employability skills needed to enter the industry. Mastery of these standards would signal to employers that the student is employable and ready to begin employment with the industry.

In order to insure that students in fact attained the necessary skills described in the standards document, students will take an assessment based on the standards. The assessment system includes two components:

Multiple-choice questions specifically testing the mastery of the Skill Standards; and

Problem-based scenario to test the students problem-solving and decision-making skills related to their occupational standards.

Students that pass each of the components at a specified percentage level previously set, will receive an industry recognized certificate to provide to employers communicating their mastery of the standards.

#### Program Sequence for Family and Consumer Sciences Skill Standards

Students should complete a coherent sequence of courses from the secondary Family and Consumer Sciences curriculum. The sequences are developed by Career Major and include Family and Consumer Sciences Education, Family Services, Child Care, Food Service, Hospitality Services, Housing and Interiors, Textiles and Apparel, and Consumer Services. Courses under each major must also be in the Kentucky Program of Studies.

Three credits are required from the following recommended courses for a student to take the Family Services assessment:

Life Skills Consumer Economics

Career and Family Foods

Child/Human Development Relationships

#### **Course Descriptions**

Life Skills – is a comprehensive course providing an opportunity for acquiring basic life skills and allows students to select specific areas for concentrated study. Emphasis is on work and family, adolescent development, selection and care of clothing, consumer spending, housing choices, challenges of child rearing and guidance in establishing relationships. This is the foundation course for all career majors.

Career and Family – is designed to help students realize the level of commitment required to manage career and family. It will assist students in developing the skills needed to resolve family and work issues. The extent to which a career impacts family goals, meets financial goals and reflects personal values is explored.

Child /Human Development – addresses the practical problems related to understanding the types and stages of human growth and development, recognizing effects of heredity and environment on human growth and development, meeting the needs of exceptional children, promoting optimum growth and development in the infancy, toddler, preschool, middle childhood, adolescent, and adulthood stages. Careers in child/human development are explored.

**Consumer Economics** – is designed to assist students in managing limited resources in order to acquire and maintain wants and needs. Practical problems addressed include the role of the consumer, career opportunities in consumerism, financial management, savings and investments, wills and estate planning, use of credit, insurance, health and medical care, and consumer advocacy.

**Foods** – is designed to assist students in making critical decisions about food which contributes to health and well-being. Laboratory instruction is included as an application process. Practical problems addressed relate to attitudes toward food, nutrition facts, special health concerns and diets, management of food resources, preparation skills and careers in nutrition and food service.

**Relationships** – assists students in developing self-understanding, in understanding of others, in improving interpersonal skills both within and outside the family, in being more considerate of others' needs and property, and in maintaining mental and emotional wellness. Family Life education comprises a portion of this course, including dating and married relationships. Preparations for and the achievement of a successful marriage are emphasized.

Leadership development and employability skills are supplemented in all of these courses through the career and technical student organization, Family, Career and Community Leaders of America, through various projects and activities.

This document identifies the skill standards developed to be assessed in the certification process. Current curriculum in Family and Consumer Sciences offered in your school should be aligned to these standards. A crosswalk shows the relationship between the family and consumer sciences skill standards, academic expectations, and the SCANS (Secretary's Commission on Achieving Necessary Skills). SCANS was developed by the U.S. Department of Labor in 1991 with employers from all over the nation. They describe the necessary foundation skills and competencies necessary to succeed in the workplace.

For more information about the skill standards, crosswalks or certification system for Family and Consumer Sciences, please contact:

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#### **Skill Standards**

# **Kentucky Academic Expectations**

|       | OCCUPATIONAL STANDARDS  |                                 |  |                  |   |
|-------|---|---------------------------------|--|------------------|---|
| 1.0   | Integrate multiple life roles and responsibilities in family, work, and community settings.                       |                                 |  |                  |   |
| 1.1   | Analyze strategies to manage multiple individual, family, career and community and workplace settings.            |                                 |  |                  |   |
| 1.1.1 | Examine policies, issues, and trends in the workplace and community that impact individuals and families.         | 2.15<br>2.16<br>5.1             | Structure and Function of Political System Structure and Function of Social System Critical Thinking   | C5               | Acquires and Evaluates Information  |
| 1.1.2 | Analyze the impact of social, economic, and technological change on work and family dynamics.                     | 2.15<br>2.16<br>2.18<br>5.1     | Structure and Function of Political System Structure and Function of Social System Structure and Function of Economic System Critical Thinking | C5<br>C7         | Acquires and Evaluates Information Interprets and Communicates Information    |
| 1.1.3 | Analyze ways that individual career goals can enhance the family's capacity to meet goals for all family members. | 2.29<br>2.37<br>5.1             | Consumerism Employability Skills Critical Thinking   | C5<br>C7         | Acquires and Evaluates Information<br>Interprets and Communicates Information |
| 1.1.4 | Analyze the potential impact of career path decisions on balancing work and family.                               | 2.18<br>2.37<br>2.38<br>5.1     | Consumerism Employability Skills Post-Secondary Opportunity Search Critical Thinking   | C5<br>C7         | Acquires and Evaluates Information Interprets and Communicates Information    |
| 1.1.5 | Determine goals for life-long learning and leisure opportunities for all family members.                          | 1.2<br>1.3<br>1.4               | Reading Observing Listening  | C7               | Interprets and Communicates Information                                       |
| 1.1.6 | Determine skills and knowledge needed to develop a life plan for achieving individual, family, and career goals.  | 1.2<br>1.3<br>1.4<br>3.4<br>3.5 | Reading Observing Listening Resourceful and Creative Self-Control and Self-Discipline  | C7<br>C12<br>F13 | Interprets and Communicates Information Exercises Leadership Responsibility   |
| 1.2   | Demonstrate transferable and employability skills in community and workplace settings.                            |                                 |  |                  |   |
| 1.2.1 | Examine potential career choices to determine the knowledge, skills and attitudes associated with each.           | 2.37<br>5.1                     | Employability Skills<br>Critical Thinking  | C5               | Acquires and Evaluates Information  |
| 1.2.2 | Demonstrate job-seeking and job-keeping skills.   | 2.38                            | Post-Secondary Opportunity Search  | F9<br>F11<br>F13 | Problem Solving Knows How to Learn Responsibility                             |
| 1.2.3 | Apply communication skills in community and   | 1.1                             | Accessing Sources of Information   | C7               | Interprets and Communicates Information                                       |

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|       | workplace settings.   | 1.2<br>1.3<br>2.4<br>1.11<br>1.12 | Reading Observing Models and Scale Writing Speaking  | F1<br>F2<br>F5<br>F6 | Reading Writing Listening Speaking                             |
|-------|---|-----------------------------------|--|----------------------|--|
| 1.2.4 | Demonstrate teamwork skills in community and workplace settings   | 2.12<br>4.2<br>4.5<br>4.6         | Mathematical Structures Productive Team Skills Sensitive to Multicultural World View Open Mind to Alternative Perspectives | C9                   | Participates   |
| 1.2.5 | Examine strategies to manage the impact of changing technologies in workplace settings.                         | 1.1<br>1.2<br>1.3<br>1.4<br>5.1   | Accessing Sources of Information Reading Observing Listening Critical Thinking   | C5                   | Acquires and Evaluates Information                             |
| 1.2.6 | Demonstrate leadership skills and abilities in the workplace and community.                                     | 4.1<br>4.3<br>4.4                 | Interpersonal Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities                                   | C12                  | Exercise Leadership  |
| 1.2.7 | Examine factors that contribute to maintaining safe and healthy work and community environments.                | 2.16<br>5.1                       | Structure and Function of Social System Critical Thinking  | C5                   | Acquires and Evaluates Information                             |
| 1.2.8 | Demonstrate work ethics and professionalism.  | 3.6                               | Make Decisions Based on Ethical Values   | C11<br>C12           | Serves Clients/Customers Exercises Leadership                  |
| 1.3   | Analyze the reciprocal impact of individual and family participation in community activities.                   |                                   |  |                      |  |
| 1.3.1 | Examine goals that support individuals and family members in carrying out community and civic responsibilities. | 1.2<br>1.3<br>1.4<br>2.16<br>5.1  | Reading Observing Listening Structure and Function of Social System Critical Thinking                                      | C5                   | Acquires and Evaluates Information                             |
| 1.3.2 | Arrange a plan for individuals and families to select and develop skills in community activities.               | 1.11<br>1.12<br>2.16<br>5.1       | Writing Speaking Structure and Function of Social System Critical Thinking   | C5<br>C11            | Acquires and Evaluates Information<br>Serves Clients/Customers |
| 1.3.3 | Determine skills that provide beneficial services to the community.   | 1.2<br>1.3<br>1.4<br>2.16         | Reading Observing Listening Structure and Function of Social System  | C5                   | Acquires and Evaluates Information                             |
| 1.3.4 | Examine community resources and systems of formal   | 1.2                               | Reading  | C5                   | Acquires and Evaluates Information                             |

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|       | and informal support available to individuals and families.   | 1.3<br>1.4<br>2.16<br>2.34<br>5.1                               | Observing Listening Structure and Function of Social System Psychomotor Skills Critical Thinking   | F1        | Reading   |
|-------|---|---|--|-----------|---|
| 1.3.5 | Examine the impact of public policies, agencies, and institutions on the family.                          | 1.1<br>1.2<br>1.3<br>1.4<br>2.15<br>2.16<br>2.18<br>2.34<br>5.1 | Accessing Sources of Information Reading Observing Listening Structure and Function of Political System Structure and Function of Social System Structure and Function of Economic System Psychomotor Skills Critical Thinking | C5<br>F1  | Acquires and Evaluates Information<br>Reading                               |
| 6.0   | Evaluate the significance of family and its impact on the well-being of individuals and society.          |   |  |           |   |
| 6.1   | Analyze the impact of family as a system on individuals and society.                                      |   |  |           |   |
| 6.1.1 | Examine family as the basic unit of society.  | 2.15<br>2.16<br>5.1   | Structure and Function of Political System Structure and Function of Social System Critical Thinking   | C5        | Acquires and Evaluates Information  |
| 6.1.2 | Determine the role of family in transmitting societal expectations.                                       | 1.2<br>1.3<br>1.4<br>2.14<br>2.16<br>2.15                       | Reading Observing Listening Democratic Principle Structure and Function of Social System Structure and Function of Political System  | C6<br>C7  | Organizes and Maintains Information Interprets and Communicates Information |
| 6.1.3 | Examine global influences on today's families.  | 2.16<br>5.1   | Structure and Function of Social System Critical Thinking  | C5        | Acquires and Evaluates Information  |
| 6.1.4 | Examine the role of family in teaching culture and traditions across the life span.                       | 2.16<br>2.17<br>5.1   | Structure and Function of Social System Cultural Diversity Critical Thinking   | C5<br>C14 | Acquires and Evaluates Information<br>Works with Cultural Diversity         |
| 6.1.5 | Examine the role of family in developing independence, interdependence, and commitment of family members. | 2.16<br>5.1   | Structure and Function of Social System Critical Thinking  | C5        | Acquires and Evaluates Information  |
| 6.1.6 | Determine the impact of change and transitions over the life course.                                      | 1.2<br>1.3<br>1.4   | Reading Observing Listening  | C5        | Acquires and Evaluates Information  |

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| 6.1.7<br>6.2<br>6.2.1 | Explore the ways family and consumer sciences careers assist the works of the family.  Demonstrate appreciation for diverse perspectives, needs, and characteristics of individuals and families.  Demonstrate awareness of multiple diversities and their impact on individuals and families. | 2.6<br>2.16<br>5.1<br>2.37<br>5.1<br>2.17<br>2.26<br>4.5<br>4.6 | Change Over Time Structure and Function of Social System Critical Thinking Employability Skills Critical Thinking  Cultural Diversity Language Multicultural Sensitivity Open Mind to Alternative Perspectives | C5  | Acquires and Evaluates Information  Works with Cultural Diversity |
|-----------------------|--|---|--|-----|---|
| 6.2.2                 | Examine the impact of cultural diversity on individuals and families.  | 1.2<br>1.3<br>1.4<br>2.16<br>2.17<br>2.26<br>4.5<br>4.6<br>5.1  | Reading Observing Listening Structure and Function of Social System Cultural Diversity Diversity Multicultural Sensitivity Open Mind to Alternative Perspectives Critical Thinking                             | C5  | Acquires and Evaluates Information                                |
| 6.2.3                 | Examine the impact of empathy for diversity on individuals in family, work, and community settings.  | 1.2<br>1.3<br>1.4<br>2.16<br>2.17<br>2.26<br>4.5<br>4.6<br>5.1  | Reading Observing Listening Structure and Function of Social System Cultural Diversity Diversity Multicultural Sensitivity Open Mind to Alternative Perspectives Critical Thinking                             | C5  | Acquires and Evaluates Information                                |
| 6.2.4                 | Demonstrate respect for diversity with sensitivity to anti-bias, gender, equity, age, culture and ethnicity.   | 1.12<br>2.26<br>4.5<br>4.6                                      | Speaking Diversity Multicultural Sensitivity Open Mind to Alternative Perspectives   | C14 | Works with Cultural Diversity                                     |
| 6.2.5                 | Examine the impact of the global village on the need to appreciate diversity.  | 1.2<br>1.3<br>1.4<br>2.12                                       | Reading Observing Listening Mathematical Structures  | C5  | Acquires and Evaluates Information                                |

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|       | <del> </del>   |         |  |     | 1                                   |
|-------|--|---------|--|-----|-------------------------------------|
|       |  | 2.16    | Cultural Diversity   |     |                                     |
|       |  | 2.26.4. | Language   |     |                                     |
|       |  | 5.      | Multicultural Sensitivity  |     |                                     |
|       |  | 4.6     | Open Mind to Alternative Perspectives  |     |                                     |
| 7.0   | Analyze career paths within family and community           |         | 1  |     |                                     |
|       | services.  |         |  |     |                                     |
| 7.1   | Analyze career paths within family and community services. |         |  |     |                                     |
| 7.1.1 | Determine the roles and functions of individuals           | 2.36    | Career Path  | C6  | Organizes and Maintains Information |
|       | engaged in family and community service careers.           | 2.37    | Employability Skills   |     |                                     |
| 7.1.2 | Explore opportunities for employment and                   | 2.36    | Career Path  | C5  | Acquires and Evaluates Information  |
|       | entrepreneurial endeavors.                                 | 2.37    | Employability Skills   |     |                                     |
| 7.1.3 | Examine education and training requirements and            | 2.36    | Career Path  | C5  | Acquires and Evaluates Information  |
| ,     | opportunities for career paths in family and community     | 2.37    | Employability Skills   |     |                                     |
|       | services.  | 2.57    | Employaciney skins   |     |                                     |
| 7.1.4 | Examine the impact of family and community service         | 1.1     | Accessing Sources of Information   | C5  | Acquires and Evaluates Information  |
| ,     | occupations on local, state, national, and global          | 2.18    | Structure and Function of Economic System  |     |                                     |
|       | economies.   | 5.1     | Critical Thinking  |     |                                     |
| 7.2   | Analyze factors related to providing family and            | 3.1     | Critical Tilliking   |     |                                     |
| 1.4   | community services.  |         |  |     |                                     |
| 7.2.1 | Examine local, state, and national agencies and            | 2.14    | Democratic Principle   | C5  | Acquires and Evaluates Information  |
| 1.4.1 | informal support resources providing human services.       | 2.14    | Structure and Function of Political System   |     | Acquires and Evaluates Information  |
|       | informal support resources providing numan services.       |         |  |     |                                     |
|       |  | 2.33    | Community Health Systems   |     |                                     |
|       |  | 5.1     | Critical Thinking  |     |                                     |
| 7.2.2 | Determine professional, ethical, legal, and safety issues  | 1.2     | Reading  | C5  | Acquires and Evaluates Information  |
|       | that confront human service employees.                     | 1.3     | Observing  |     |                                     |
|       |  | 1.4     | Listening  |     |                                     |
|       |  | 3.6     | Make Decisions Based on Ethical Values   |     |                                     |
|       |  | 5.1     | Critical Thinking  |     |                                     |
| 7.2.3 | Examine licensing laws and regulations that affect         | 1.1     | Accessing Sources of Information   | C5  | Acquires and Evaluates Information  |
|       | service providers and their participants.                  | 5.1     | Critical Thinking  | F1  | Reading                             |
|       |  |         |  |     |                                     |
| 7.2.4 | Determine harmful, fraudulent, and deceptive human         | 1.2     | Reading  | C5  | Acquires and Evaluates Information  |
|       | service practices.   | 1.3     | Observing  |     |                                     |
|       | ·  | 1.4     | Listening  |     |                                     |
|       |  | 3.6     | Make Decisions Based on Ethical Values   |     |                                     |
|       |  | 5.1     | Critical Thinking  |     |                                     |
| 7.2.5 | Determine the rights and responsibilities of human         | 1.1     | Accessing Sources of Information   | C5  | Acquires and Evaluates Information  |
|       | service participants and their families.                   | 1.2     | Reading  | F1  | Reading                             |
|       | paragrams and main minimos.                                | 1.3     | Observing  | 1.1 |                                     |
|       |  | 1.4     | Listening  |     |                                     |
| -     | <u> </u>   | 1.1     | - Distriction of the second of |     |                                     |

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|       |   | 2.16<br>5.1                                    | Structure and Function of Social System Critical Thinking   |                                       |  |
|-------|---|--|---|---------------------------------------|--|
| 7.2.6 | Determine effective individual and family advocacy and self-advocacy strategies to overcome diverse challenges facing human service participants. | 1.1<br>1.2<br>1.3<br>1.4<br>2.16<br>4.4<br>5.1 | Accessing Sources of Information Reading Observing Listening Structure and Function of Social System Rights and Responsibilities Critical Thinking                              | C5<br>C11                             | Acquires and Evaluates Information<br>Serves Clients/Customers   |
| 7.2.7 | Explore community-networking opportunities in family and community services.  | 2.16<br>5.1                                    | Structure and Function of Social System Critical Thinking   | C5<br>C11                             | Acquires and Evaluates Information<br>Serves Clients/Customers   |
| 7.3   | Demonstrate professional behaviors, skills, and knowledge in providing family and community services.   |  |   |                                       |  |
| 7.3.1 | Utilize rules, regulations, and work site policies that affect employer, employee, participant, and family rights and responsibilities.           | 1.1<br>1.2<br>1.3<br>1.4<br>2.16               | Accessing Sources of Information Reading Observing Listening Structure and Function of Social System  | C6<br>C12                             | Organizes and Maintains Information Exercises Leadership   |
| 7.3.2 | Demonstrate professional, collaborative relationships with colleagues, support teams, participants, and families.                                 | 4.1<br>4.2<br>4.3<br>4.4<br>4.5<br>4.6         | Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives | C9<br>C11<br>C12<br>C14<br>F16<br>F17 | Participates Serves Clients/Customers Exercises Leadership Works with Cultural Diversity Self-Management Integrity/Honesty |
| 7.3.3 | Maintain accurate and confidential documentation to be submitted in a timely manner to appropriate sources.                                       | 1.10   | Classifying   | C6<br>F2                              | Organizes and Maintains Information Writing  |
| 7.3.4 | Examine participants' strengths, needs, preferences, and interests across the life span through formal and informal assessment practices.         | 1.2<br>1.3<br>1.4<br>1.10<br>2.16<br>5.1       | Reading Observing Listening Classifying Structure and Function of Social System Critical Thinking   | C5<br>C6<br>F8                        | Acquires and Evaluates Information Organizes and Maintains Information Decision Making                                     |
| 7.3.5 | Demonstrate use of technology in human services.  | 1.16<br>6.1                                    | Using Electronic Technology Applying Multiple Perspectives  | C8<br>C19                             | Uses Computers to Process Information<br>Applies Technology to a Task  |
| 7.4   | Evaluate conditions affecting individuals and families with a variety of disadvantaging conditions.   |  |   |                                       |  |
| 7.4.1 | Assess health, wellness, and safety issues of individuals and families with a variety of disadvantaging conditions.                               | 1.2<br>1.3<br>1.4                              | Reading Observing Listening   | C5                                    | Acquires and Evaluates Information   |

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|          |   | 1.10        | Classifying   |          |  |
|----------|---|-------------|---|----------|--|
|          |   | 2.16<br>5.1 | Structure and Function of Social System Critical Thinking |          |  |
| 7.4.2    | Determine management and living environment issues  | 1.2         | Reading   | C5       | Acquires and Evaluates Information                 |
| ,,,,,    | of individuals and families with a variety of   | 1.3         | Observing   |          |  |
|          | disadvantaging conditions.  | 1.4         | Listening   |          |  |
|          |   | 1.10        | Classifying   |          |  |
|          |   | 2.16        | Structure and Function of Social System                   |          |  |
| 7.4.3    | Research personal, social, emotional, economical,   | 1.1         | Accessing Sources of Information                          | C5       | Acquires and Evaluates Information                 |
|          | vocational, educational, and recreational issues for  | 1.2         | Reading   | F1       | Reading  |
|          | individuals and families with a variety of  | 1.3         | Observing   | F11      | Knows How to Learn                                 |
|          | disadvantaging conditions.  | 1.4         | Listening   |          |  |
|          |   | 2.16        | Structure and Function of Social System                   |          |  |
|          |   | 5.1         | Critical Thinking   |          |  |
| 7.4.4    | Discriminate between situations that require personal   | 5.1         | Critical Thinking   | C5       | Acquires and Evaluates Information                 |
|          | prevention or intervention and those situations that  | 5.4         | Creative Thinking   | F8       | Decision Making                                    |
|          | require professional assistance.  |             |   | F13      | Responsibility                                     |
|          |   |             |   | F16      | Self-Management                                    |
| 7.45     | De la companya de la | <i>7</i> 1  | 0 % 1 ml : 1 :  | F17      | Integrity/Honesty                                  |
| 7.4.5    | Determine situations which require crisis intervention.   | 5.1<br>5.4  | Critical Thinking Creative Thinking                       | C5<br>F8 | Acquires and Evaluates Information Decision Making |
|          |   | 5.4         | Problem Solving   | F13      | Responsibility                                     |
|          |   | 3.3         | Problem Solving   | F16      | Self-Management                                    |
|          |   |             |   | F17      | Integrity/Honesty                                  |
|          |   |             |   | 117      | integrity/Honesty                                  |
| 7.4.6    | Determine the appropriate support needed to address   | 1.1         | Accessing Sources of Information                          | C5       | Acquires and Evaluates Information                 |
|          | selected human service issues.  | 1.2         | Reading   | F8       | Decision Making                                    |
|          |   | 1.3         | Observing   | F13      | Responsibility                                     |
|          |   | 1.4         | Listening   | F16      | Self-Management                                    |
|          |   | 2.33        | Community Health System                                   | F17      | Integrity/Honesty                                  |
|          |   | 5.1         | Critical Thinking   |          |  |
| 7.5      | Identify services for individuals and families with a variety of disadvantaging conditions.   |             |   |          |  |
| 7.5.1    | List needs and accommodations for people with a   | 1.10        | Classifying   | C6       | Organizes and Maintains Information                |
|          | variety of disadvantaging conditions.   | 2.16        | Structure and Function of Social System                   | F2       | Writing  |
|          |   |             |   | F6       | Speaking   |
| 7.5.2    | State ways in which individuals affect the family   | 1.12        | Speaking  | C6       | Organizes and Maintains Information                |
|          | financially, socially, and emotionally with a variety of  | 2.16        | Structure and Function of Social Systems                  | F2       | Writing  |
|          | disadvantaging conditions.  |             |   | F6       | Speaking   |
| 7.5.3    | Cite coping or adjustment strategies and stress   | 1.1         | Accessing Sources of Information                          | C5       | Organizes and Maintains Information                |
| <u> </u> | management practices for the participant, a caregiver,  | 1.11        | Writing   | F2       | Writing  |

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|        | and family members.   | 1.12  | Speaking   | F6                           | Speaking  |
|--------|---|---|--|------------------------------|---|
| 7.5.4  | Highlight the importance of friends, family, and  | 2.16  | Structure and Function of Social System  | C5                           | Organizes and Maintains Information   |
|        | community relationships for an individual with a  | l   |  | F2                           | Writing   |
|        | variety of disadvantaging conditions.   | l   |  | F6                           | Speaking  |
| 7.5.5  | Give support that validates the participant's capabilities  | 2.16  | Structure and Function of Social System  | C10                          | Teaches Others  |
|        | and right to privacy, dignity, and autonomy.  | 4.1   | Interpersonal Skills   | C11                          | Serves Clients/Customers  |
|        |   | 4.4   | Rights and Responsibilities  | F7                           | Creative Thinking   |
|        |   | 4.5   | Multicultural Sensitivity  | F13                          | Responsibility  |
|        |   | 5.1   | Critical Thinking  | F17                          | Integrity/Honesty   |
|        |   | 5.2   | Creative Thinking  |                              |   |
| 7.5.6  | Give participants strategies to make informed choices,  | 2.16  | Structure and Function of Social System  | C10                          | Teaches Others  |
|        | access resources and support, follow through on   | 4.1   | Interpersonal Skills   | C11                          | Serves Clients/Customers  |
|        | responsibilities, and take appropriate risks.   | 4.4   | Rights and Responsibilities  | F7                           | Creative Thinking   |
|        |   | 4.5   | Multicultural Sensitivity  | F11                          | Responsibility  |
|        |   | 5.1   | Critical Thinking  | F17                          | Integrity/Honesty   |
|        |   | 5.2   | Creative Thinking  |                              |   |
| 7.5.7  | List verbal and nonverbal communication skills related  | 1.11  | Writing  | C7                           | Interprets and Communicates Information   |
|        | to advising and counseling individuals and families   | 1.12  | Speaking   | F2                           | Writing   |
|        | with a variety of disadvantaging conditions.  | l   |  | F6                           | Speaking  |
|        |   | l   |  |                              |   |
|        |   | l   |  |                              |   |
|        |   | <u> </u>  |  |                              |   |
| 13.0   | Demonstrate respectful and caring relationships in  | l   |  |                              |   |
|        | the family, workplace, and community.   | <u> </u>  |  |                              |   |
| 13.1   | Analyze functions and expectations of various types   | ĺ   |  |                              |   |
|        | of relationships.   | L   |  |                              |   |
| 13.1.1 | Examine processes for building and maintaining  | 2.16  | Structure and Function of Social System  | C5                           | A aguires and Evaluates Information   |
|        |   |   |  |                              | Acquires and Evaluates Information  |
|        | interpersonal relationships.  | 4.1   | Interpersonal Skills   | C12                          | Exercises Leadership  |
|        |   | 4.1<br>5.1  | Interpersonal Skills<br>Critical Thinking  | C12                          | Exercises Leadership  |
| 13.1.2 | Examine the impact of various stages of the family life   | 4.1<br>5.1<br>2.6   | Interpersonal Skills Critical Thinking Change over Time  | C12                          | Exercises Leadership  Acquires and Evaluates Information  |
| 13.1.2 |   | 4.1<br>5.1<br>2.6<br>2.16   | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System  | C12                          | Exercises Leadership  |
| 13.1.2 | Examine the impact of various stages of the family life cycle on interpersonal relationships.   | 4.1<br>5.1<br>2.6   | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking  | C12                          | Exercises Leadership  Acquires and Evaluates Information Self-Management  |
| 13.1.2 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual  | 4.1<br>5.1<br>2.6<br>2.16   | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System  | C12<br>C5<br>F16             | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information   |
| 13.1.3 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16                              | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System  | C12<br>C5<br>F16<br>C6<br>F9 | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving   |
|        | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  Determine factors that contribute to healthy and                          | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16                              | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System Reading  | C12 C5 F16 C6 F9 C5          | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving Acquires and Evaluates Information                  |
| 13.1.3 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16                              | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System Reading Observing  | C12<br>C5<br>F16<br>C6<br>F9 | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving   |
| 13.1.3 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  Determine factors that contribute to healthy and                          | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16                              | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System Reading Observing Listening  | C12 C5 F16 C6 F9 C5          | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving Acquires and Evaluates Information                  |
| 13.1.3 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  Determine factors that contribute to healthy and                          | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16<br>1.2<br>1.3<br>1.4<br>2.16 | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System  Reading Observing Listening Structure and Function of Social System                               | C12 C5 F16 C6 F9 C5          | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving Acquires and Evaluates Information                  |
| 13.1.3 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  Determine factors that contribute to healthy and unhealthy relationships. | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16                              | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System  Reading Observing Listening Structure and Function of Social System Mental and Emotional Wellness | C12 C5 F16 C6 F9 C5          | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving  Acquires and Evaluates Information Problem-Solving |
| 13.1.3 | Examine the impact of various stages of the family life cycle on interpersonal relationships.  Compare physical, emotional, and intellectual responses in stable and unstable relationships.  Determine factors that contribute to healthy and                          | 4.1<br>5.1<br>2.6<br>2.16<br>5.1<br>2.16<br>1.2<br>1.3<br>1.4<br>2.16 | Interpersonal Skills Critical Thinking Change over Time Structure and Function of Social System Critical Thinking Structure and Function of Social System  Reading Observing Listening Structure and Function of Social System                               | C12 C5 F16 C6 F9 C5          | Exercises Leadership  Acquires and Evaluates Information Self-Management  Interprets and Communicates Information Problem-Solving Acquires and Evaluates Information                  |

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|        |  | 5.1                               | Critical Thinking   |                            |  |
|--------|--|-----------------------------------|---|----------------------------|--|
| 13.1.6 | Determine stress management strategies for family, work, and community settings.                     | 1.2<br>1.3<br>1.4<br>2.16<br>2.32 | Reading Observing Listening Structure and Function of Social System Mental and Emotional Wellness | C6<br>F9                   | Organizes and Maintains Information<br>Problem Solving                     |
| 13.2   | Analyze personal needs and characteristics and their impact on interpersonal relationships.          |                                   |   |                            |  |
| 13.2.1 | Examine the impact of personal characteristics on relationships.                                     | 2.16<br>4.1<br>5.1                | Structure and Function of Social System Interpersonal Skills Critical Thinking                    | C5<br>F15                  | Acquires and Evaluates Information<br>Social                               |
| 13.2.2 | Consider the effect of personal needs on relationships.  | 2.16<br>4.1<br>5.1                | Structure and Function of Social System Interpersonal Skills Critical Thinking                    | C5<br>F5<br>F15            | Acquires and Evaluates Information<br>Listening<br>Social                  |
| 13.2.3 | Examine the effect of self-esteem and self-image on relationships.                                   | 2.16<br>5.1                       | Structure and Function of Social System<br>Critical Thinking                                      | C5<br>F15                  | Acquires and Evaluates Information<br>Social                               |
| 13.2.4 | Determine the impact of life span events and conditions on relationships.                            | 2.6<br>2.16                       | Change Over Time<br>Structure and Function of Social System                                       | C7<br>F15                  | Interprets and Communicates Information<br>Social                          |
| 13.2.5 | Explain the impact of personal standards and codes of conduct on interpersonal relationships.        | 1.11<br>1.12<br>2.16              | Writing Speaking Structure and Function of Social System  | C7<br>F2<br>F6<br>F15      | Interprets and Communicates Information Writing Speaking Social            |
| 13.3   | Demonstrate communication skills that contribute to positive relationships.                          |                                   |   |                            |  |
| 13.3.1 | Examine communication styles and their effects on relationships.                                     | 1.2<br>1.3<br>1.4<br>2.16<br>5.1  | Reading Observing Listening Structure and Function of Social System Critical Thinking             | C5<br>F15                  | Acquires and Evaluates Information<br>Social                               |
| 13.3.2 | Demonstrate verbal and nonverbal behaviors and attitudes that contribute to effective communication. | 1.2<br>1.3<br>1.4<br>1.11<br>1.12 | Reading Observing Listening Writing Speaking  | C7<br>F1<br>F2<br>F5<br>F6 | Interprets and Communicates Information Reading Writing Listening Speaking |
| 13.3.3 | Demonstrate effective listening and feedback techniques.   | 1.3<br>1.4                        | Observing<br>Listening  | C7<br>F2<br>F6             | Interprets and Communicates Information Writing Speaking                   |

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| 13.3.4 | Examine barriers to communication in family, work, and community settings.                         | 1.2<br>1.3<br>1.4<br>2.16<br>5.1           | Reading Observing Listening Structure and Function of Social System Critical Thinking   | C5<br>F15  | Acquires and Evaluates Information<br>Social              |
|--------|--|--|---|------------|---|
| 13.3.5 | Practice ethical principles of communication in family, community, and work settings.              | 1.11<br>1.12<br>2.6                        | Writing Speaking Change Over Time   | F13<br>F17 | Responsibility<br>Integrity/Honesty                       |
| 13.3.6 | Examine the impact of communication technology in family, work, and community settings.            | 1.2<br>1.3<br>1.4<br>2.16<br>5.1           | Reading Observing Listening Structure and Function of Social System Critical Thinking   | C5         | Acquires and Evaluates Information                        |
| 13.3.7 | Examine the roles and functions of communication in family, work, and community settings.          | 1.2<br>1.3<br>1.4<br>2.16<br>5.1           | Reading Observing Listening Structure and Function of Social System Critical Thinking   | C5         | Acquires and Evaluates Information                        |
| 13.4   | Evaluate effective conflict prevention and management techniques.                                  |  |   |            |   |
| 13.4.1 | Determine the origin and development of attitudes and behaviors regarding conflict.                | 2.16<br>2.20                               | Structure and Function of Social System Historical Perspective  | C5<br>F17  | Acquires and Evaluates information Integrity/Honesty      |
| 13.4.2 | Determine how similarities and differences among people affect conflict prevention and management. | 2.16<br>2.17<br>2.26<br>2.27<br>4.5<br>4.6 | Structure and Function of Social System Cultural Diversity Language Second Language Proficiency Multicultural Sensitivity Open Mind to Alternative Perspectives | C7<br>F17  | Interprets and Communicates information Integrity/Honesty |
| 13.4.3 | Determine the roles of decision making and problem solving in reducing and managing conflict.      | 2.16<br>5.1<br>5.4                         | Structure and Function of Social System Critical Thinking Decision Making   | C5<br>F17  | Acquires and Evaluates information<br>Integrity/Honesty   |
| 13.4.4 | Appraise nonviolent strategies that address conflict.  | 1.2<br>1.3<br>1.4<br>2.14<br>2.16<br>5.1   | Reading Observing Listening Democratic Principle Structure and Function of Social System Critical Thinking  | C5<br>F15  | Acquires and Evaluates information<br>Social              |

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| 13.4.5 | Choose effective responses to harassment.   | 2.17<br>2.26<br>4.1<br>4.5<br>4.6<br>5.1 | Cultural Diversity Diversity Interpersonal Skills Multicultural Sensitivity Open Mind to Alternative Perspectives Critical Thinking   | C5<br>C10<br>C11<br>C12<br>F8<br>F13<br>F16<br>F17               | Acquires and Evaluates Information Teaches Others Serves Clients/Customers Exercises Leadership Decision Making Responsibility Self-Management Integrity/Honesty                |
|--------|---|--|---|--|---|
| 13.4.6 | Assess community resources that support conflict prevention and management.   | 2.33<br>5.1                              | Community Health System Critical Thinking   | C5   | Acquires and Evaluates Information  |
| 13.5   | Demonstrate teamwork and leadership skills in the family, workplace, and community.                                 |  |   |  |   |
| 13.5.1 | Create an environment that encourages and respects the ideas, perspectives, and contributions of all group members. | 2.17<br>2.26<br>4.1<br>4.5<br>4.6<br>5.2 | Cultural Diversity Diversity Interpersonal Skills Multicultural Sensitivity Open Mind to Alternative Perspectives Creative Thinking   | C9<br>C10<br>C11<br>C12<br>C14<br>F9<br>F13<br>F15<br>F16<br>F17 | Participates Teaches Others Serves Clients/Customers Exercises Leadership Works with Cultural Diversity Problem Solving Responsibility Social Self-Management Integrity/Honesty |
| 13.5.2 | Demonstrate strategies to motivate and encourage group members.   | 4.1<br>4.2<br>4.3<br>4.4<br>4.5<br>4.6   | Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives | C9<br>C12<br>F13<br>F15<br>F17                                   | Participates Exercises Leadership Responsibility Social Integrity/Honesty   |
| 13.5.3 | Create strategies to utilize the strengths and limitations of team members.   | 4.1<br>4.2                               | Interpersonal Skills<br>Productive Team Skills  | C9<br>C12  | Participates Exercises Leadership   |
| 13.5.4 | Demonstrate techniques that develop team and community spirit.  | 4.1<br>4.2                               | Interpersonal Skills<br>Productive Team Skills  | C9<br>C12  | Participates<br>Exercises Leadership  |
| 13.5.5 | Demonstrate ways to organize and delegate responsibilities.   | 4.4                                      | Rights and Responsibilities   | C4   | Allocates Human Resources   |
| 13.5.6 | Create strategies to integrate new members into the team.   | 4.1<br>4.2                               | Interpersonal Skills<br>Productive Team Skills  | C9<br>C12  | Participates Exercises Leadership   |

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| 13.5.7 | Demonstrate processes for cooperating, compromising, and collaborating.                  | 4.1<br>4.2<br>4.3<br>4.4<br>4.5<br>4.6 | Interpersonal Skills Productive Team Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Multicultural Sensitivity Open Mind to Alternative Perspectives | C9<br>C10<br>C11<br>C14<br>F9<br>F13<br>F15<br>F16 | Participates Teaches Others Serves Clients/Customers Works with Cultural Diversity Problem Solving Responsibility Social Self-Management Integrity/Honesty |
|--------|--|--|---|--|--|
| 13.6   | Demonstrate standards that guide behavior in interpersonal relationships.                |  |   |  |  |
| 13.6.1 | Examine types of standards for making judgments about interpersonal relationships.       | 1.2<br>1.3<br>1.4<br>2.16<br>5.1       | Reading Observing Listening Structure and Function of Social System Critical Thinking   | C5<br>F15  | Acquires and Evaluates Information<br>Social   |
| 13.6.2 | Apply guidelines for assessing the nature of issues and situations.                      | 5.1<br>5.4                             | Critical Thinking Creative Thinking   | C5   | Acquires and Evaluates Information   |
| 13.6.3 | Apply standards when making judgments and taking action.                                 | 1.10<br>5.1<br>5.4                     | Classifying Critical Thinking Creative Thinking   | C5<br>F8   | Acquires and Evaluates Information Decision Making   |
| 13.6.4 | Demonstrate ethical behavior in family, workplace, and community settings.               | 3.6                                    | Make Decisions Based on Ethical Values  | F17  | Integrity/Honesty  |
| 13.6.5 | Examine the relative merits of opposing points of view regarding current ethical issues. | 1.2<br>1.3<br>1.4<br>2.6<br>5.1        | Reading Observing Listening Change Over Time Critical Thinking  | C5<br>F12  | Acquires and Evaluates Information<br>Reasoning  |
|        | EMPLOYABILITY STANDARDS  |  |   |  |  |
|        | Exhibit Workplace Skills   |  |   |  |  |
| A001   | Demonstrate consistently punctual arrival.   | 3.5                                    | Self-Control and Self-Discipline  | F13<br>F16<br>F17                                  | Responsibility Self-Management Integrity/ Honesty  |
| A002   | Document regular attendance.   | 3.5                                    | Self-Control and Self-Discipline  | C6<br>F13<br>F16<br>F17                            | Organize and Maintains Information Responsibility Self-Management Integrity/ Honesty   |
| A003   | Demonstrate enthusiasm and confidence about work and learning new tasks.                 | 2.36<br>2.37                           | Employability Skills Cultural Diversity   | C9<br>C12  | Participates Exercises Leadership  |

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|       |  | 3.5          | Self-Control and Self-Discipline        | F5       | Listening                                       |
|-------|--|--------------|---|----------|---|
|       |  | 3.7          | Learn On One's Own                      | F6       | Speaking  |
|       |  | 3.7          | Down on one sown                        | F11      | Know How to Learn                               |
|       |  |              |   | F15      | Social  |
|       |  |              |   | F16      | Self-Management                                 |
| A004  | Demonstrate appropriate dress and hygiene for  | 2.29         | Consumerism                             | C6       | Organize and Maintains Information              |
| A004  | successful employment.   | 2.32         | Mental and Emotional Wellness           | F1       | Reading   |
|       | Successial employment.   | 2.37         | Employability Skills                    | F5       | Listening                                       |
|       |  | 3.5          | Self-Control and Self-Discipline        | F16      | Self-Management                                 |
| A005  | Demonstrate the ability to act in a polite and   | 2.37         | Employability Skills                    | F5       | Listening                                       |
| A003  | respectful way towards co-workers.   | 2.26         | Diversity                               | F6       | Speaking  |
|       | respectful way towards co-workers.   | 3.5          | Self-Control and Self-Discipline        | 1.0      | Speaking  |
|       |  | 4.1          | Interpersonal Skills                    |          |   |
|       |  | 4.1          | Consistent, Responsive, Caring Behavior |          |   |
| 4,006 | Demonstrate the ability to complete tacks on time  |              |   | C6       | Organiza and Maintains Information              |
| A006  | Demonstrate the ability to complete tasks on time and accurately.  | 2.37<br>2.26 | Employability Skills Diversity          | C6<br>C9 | Organize and Maintains Information Participates |
|       | and accurately.  | 2.26         | Resumes, Interviews and Advancement     | C11      | Serves Clients/Customers                        |
|       |  |              |   | C11      | Monitors and Corrects Performance               |
|       |  | 3.5          | Self-Control and Self- Discipline       |          |   |
|       |  | 4.3          | Consistent, Responsive, Caring Behavior | F13      | Responsibility                                  |
|       |  |              |   | F16      | Self-Management                                 |
| 4007  | December 1 the state of the sta | 2.26         | F 1 137 0131                            | F17      | Integrity/ Honesty                              |
| A007  | Demonstrate the ability to make career decisions.  | 2.36         | Employability Skills                    | C5       | Acquires and Evaluates Information              |
|       |  | 2.37         | Cultural Diversity                      | F8       | Decision Making                                 |
|       |  | 2.38         | Resumes, Interviews and Advancement     | F11      | Know How to Learn                               |
|       |  | 5.1          | Critical Thinking                       | F13      | Responsibility                                  |
|       |  |              |   | F14      | Self-Esteem                                     |
| A008  | Prepare a resume and letter of application or  | 2.38         | Resumes, Interviews and Advancement     | C8       | Uses Computers to Process Information           |
|       | interest.  | 1.11         | Writing                                 | C19      | Applies Technology to a Task                    |
|       |  |              |   | F1       | Reading   |
|       |  |              |   | F2       | Writing   |
|       |  |              |   | F11      | Know How to Learn                               |
| A009  | Fill out an application for employment.  | 2.38         | Resumes, Interviews and Advancement     | C7       | Interprets and Communicates Information         |
|       |  | 1.11         | Writing                                 | C19      | Applies Technology to a Task                    |
|       |  |              |   | F1       | Reading   |
|       |  |              |   | F2       | Writing   |
| A010  | Participate in an employment interview.  | 2.38         | Resumes, Interviews and Advancement     | C7       | Interprets and Communicates Information         |
|       |  |              |   | C14      | Works with Cultural Diversity                   |
|       |  |              |   | F5       | Listening                                       |
|       |  |              |   | F6       | Speaking  |
|       |  |              |   | F12      | Reasoning                                       |
|       |  |              |   | F15      | Social  |
|       |  |              |   | F16      | Self-Management                                 |
|       | 1  |              | 1                                       |          |   |

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|      |  |   |   | F17   | Integrity/ Honesty  |
|------|--|---|---|---|---|
| A011 | Follow directions and procedures.  Accept constructive criticism.                | 1.2<br>1.3<br>1.4<br>2.26<br>2.26                     | Reading Observing Listening Diversity Diversity   | C6<br>F12<br>F13  | Organize and Maintains Information Reasoning Responsibility Organize and Maintains Information  |
| AVIZ | Accept constructive chilosin.  | 4.1<br>4.4<br>4.6                                     | Interpersonal Skills Rights and responsibilities Open mind to alternative perspectives  | C7<br>C9<br>C12<br>C16<br>F5<br>F6<br>F11<br>F13<br>F14<br>F16  | Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Listening Speaking Know How to Learn Responsibility Self-Esteem Self-Management   |
| A013 | Work with minimal supervision.   | 2.26<br>3.3<br>3.4<br>3.5<br>3.7<br>4.4<br>5.4<br>6.1 | Diversity Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn On One's Own Rights and responsibilities Decision Making Appling Multiple Perspectives | C6<br>C7<br>C8<br>C9<br>C12<br>C16<br>C18<br>C19<br>F1<br>F2<br>F3<br>F4<br>F5<br>F7<br>F8<br>F9<br>F11<br>F12<br>F13<br>F16<br>F17 | Organize and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Participates Exercises Leadership Monitors and Corrects Performance Selects Technology Applies Technology to a Task Reading Writing Arithmetic Mathematics Listening Creative Thinking Decision Making Problem Solving Know How to Learn Reasoning Responsibility Self-Management Integrity/ Honesty |
|      | Understand Workforce Issues.   |   |   |   |   |
| B001 | Recognize the difference between a team environment workplace and a conventional | 1.2<br>1.3  | Reading<br>Observing  | C7<br>C9  | Interprets and Communicates Information<br>Participates   |

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|      | workplace.  | 1.4<br>4.1<br>4.2<br>4.5                            | Listening Interpersonal Skills Productive Team Skills Multicultural Sensitivity  | C15   | Understands Systems  |
|------|---|---|--|---|--|
| B002 | Identify the characteristics of a diverse workforce.      | 2.26<br>2.27<br>4.5<br>4.6                          | Diversity Language Multicultural Sensitivity Open mind to alternative perspectives   | C7<br>C9<br>C14<br>F13<br>F15<br>F16                    | Interprets and Communicates Information Participates Works with Cultural Diversity Responsibility Social Self-Management Integrity/ Honesty  |
| B003 | Identify good ethical characteristics and behaviors.      | 2.29<br>2.32<br>3.6                                 | Consumerism<br>Community Health System<br>Ethical Values   | C7<br>C9<br>F13<br>F15<br>F16<br>F17                    | Interprets and Communicates Information Participates Responsibility Social Self-Management Integrity/ Honesty  |
| B004 | Differentiate between good and poor business ethics.      | 3.6<br>5.1  | Ethical Values<br>Critical Thinking  | C5<br>C6<br>C7<br>F17                                   | Acquires and Evaluates Information Organize and Maintains Information Interprets and Communicates Information Integrity/ Honesty   |
| B005 | Match employee responsibilities to employer expectations. | 3.3<br>4.1<br>4.4                                   | Adaptable and Flexible Interpersonal Skills Rights and responsibilities  | C6<br>C7<br>C11<br>C16<br>F13<br>F17                    | Organize and Maintains Information Interprets and Communicates Information Serves Clients/Customers Monitors and Corrects Performance Responsibility Integrity/ Honesty                    |
| B006 | Define discrimination, harassment and equity.             | 2.16<br>2.26<br>2.30<br>2.32<br>2.33<br>2.37<br>3.6 | Structure and Function of Social System Cultural Diversity Consumerism Mental and Emotional Wellness Community Health System Employability Skills Ethical Values | C6<br>C7<br>C14<br>F5<br>F6<br>F11<br>F12<br>F16<br>F17 | Organize and Maintains Information Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Know How to Learn Reasoning Self-Management Integrity/ Honesty |
| B007 | Demonstrate non-discriminatory behavior.                  | 3.5<br>4.3  | Self-Control and Self-Discipline<br>Consistent, Responsive, Caring Behavior  | C7<br>F1<br>F5<br>F6<br>F13<br>F15                      | Interprets and Communicates Information Reading Listening Speaking Responsibility Social   |

## **Skill Standards**

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|      |   |      |                                  | F16 | Self-Management                         |
|------|---|------|----------------------------------|-----|---|
| D000 |   | 2 (  |                                  | F17 | Integrity/ Honesty                      |
| B008 | Maintain confidentiality and sensitivity of company       | 3.6  | Ethical Values                   | C6  | Organize and Maintains Information      |
|      | information.  | 3.5  | Self-Control and Self-Discipline | C7  | Interprets and Communicates Information |
|      |   |      |                                  | F13 | Responsibility                          |
|      |   |      |                                  | F16 | Self-Management                         |
|      |   |      |                                  | F17 | Integrity/ Honesty                      |
|      | Perform Business Planning and Operations<br>Procedures    |      |                                  |     |   |
| C001 | Plan and manage work schedules.                           | 1.10 | Classifying                      | C4  | Allocates Human Resources               |
|      |   | 1.11 | Writing                          | C5  | Acquires and Evaluates Information      |
|      |   | 5.1  | Critical Thinking                | C6  | Organize and Maintains Information      |
|      |   |      |                                  | C12 | Exercises Leadership                    |
|      |   |      |                                  | F8  | Decision Making                         |
|      |   |      |                                  | F12 | Reasoning                               |
|      |   |      |                                  | F13 | Responsibility                          |
| C002 | Maintain receipts and disbursements records.              | 1.10 | Classifying                      | C6  | Organize and Maintains Information      |
|      | · ·   | 1.11 | Writing                          | F17 | Integrity/Honesty                       |
| C003 | Maintain inventory records.                               | 1.16 | Using Electronic Technology      | C6  | Organize and Maintains Information      |
|      | ,   |      |                                  | C19 | Applies technology to a Task            |
| C004 | Maintain computer records.                                | 1.2  | Reading                          | C5  | Acquires and Evaluates Information      |
|      |   | 1.3  | Observing                        | C6  | Organize and Maintains Information      |
|      |   | 1.4  | Listening                        |     |   |
|      |   | 4.1  | Interpersonal Skills             |     |   |
|      |   | 5.4  | Decision Making                  |     |   |
|      |   | 6.1  | Appling Multiple Perspectives    |     |   |
| C005 | Identify possible actions that may lead to customer       | 1.2  | Reading                          | C7  | Interprets and Communicates Information |
|      | dissatisfaction.  | 1.3  | Observing                        | C11 | Serves Clients/Customers                |
|      |   | 1.4  | Listening                        | F5  | Listening                               |
|      |   | 4.1  | Interpersonal Skills             | F6  | Speaking                                |
|      |   | 5.1  | Critical Thinking                | F7  | Creative Thinking                       |
|      |   | 6.2  | Developing New Knowledge         | F9  | Problem Solving                         |
|      |   |      |                                  | F13 | Responsibility                          |
|      |   |      |                                  | F15 | Social                                  |
|      |   |      |                                  | F16 | Self-Management                         |
| C006 | Identify the ways that the level of customer satisfaction | 1.11 | Writing                          | C7  | Interprets and Communicates Information |
|      | may affect company success.                               | 1.12 | Speaking                         | C11 | Serves Clients/Customers                |
|      | may affect company success.                               | 5.1  | Critical Thinking                | F7  | Creative Thinking                       |
| C007 | Explain the importance of a business reputation.          | 1.2  | Reading                          | C7  | Interprets and Communicates Information |
|      |   | 1.3  | Observing                        | C11 | Serves Clients/Customers                |
|      |   | 1.4  | Listening                        |     |   |

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|      |   | 1.11 | Writing                                   |     |   |
|------|---|------|---|-----|---|
|      |   | 1.12 | Speaking                                  |     |   |
|      |   | 4.1  | Interpersonal Skills                      |     |   |
| C008 | Identify possible actions that may be used to correct   | 1.2  | Reading                                   | C5  | Acquires and evaluates Information      |
| 2000 | customer dissatisfaction.                               | 1.3  | Observing                                 | C7  | Interprets and Communicates Information |
|      |   | 1.4  | Listening                                 | C11 | Serves Clients/Customers                |
|      |   | 1.11 | Writing                                   |     |   |
|      |   | 1.12 | Speaking                                  |     |   |
|      |   | 4.1  | Interpersonal Skills                      |     |   |
|      |   | 5.1  | Critical Thinking                         |     |   |
| C009 | Explain the effect of quality on profit.                | 1.2  | Reading                                   | C7  | Interprets and Communicates Information |
|      |   | 1.3  | Observing                                 | F2  | Writing                                 |
|      |   | 1.4  | Listening                                 | F6  | Speaking                                |
|      |   | 1.11 | Writing                                   |     |   |
|      |   | 1.12 | Speaking                                  |     |   |
|      |   | 2.18 | Structure and Function of Economic System |     |   |
| C010 | Identify the effects of continuous quality improvement. | 1.2  | Reading                                   | C7  | Interprets and Communicates Information |
|      |   | 1.3  | Observing                                 | C15 | Understands Systems                     |
|      |   | 1.4  | Listening                                 | F2  | Writing                                 |
|      |   | 1.11 | Writing                                   | F6  | Speaking                                |
|      |   | 1.12 | Speaking                                  | F9  | Problem Solving                         |
|      |   | 5.1  | Critical Thinking                         |     |   |
|      | Demonstrate Effective Communication and                 |      |   |     |   |
|      | Teamwork Skills.  |      |   |     |   |
| D001 | Organize materials with a logical flow.                 | 1.2  | Reading                                   | C6  | Organize and Maintains Information      |
|      |   | 1.10 | Classifying                               | F12 | Reasoning                               |
|      |   | 5.1  | Critical Thinking                         |     | -                                       |
| D002 | Interpret and clarify directions prepared by others.    | 1.2  | Reading                                   | C7  | Interprets and Communicates Information |
|      |   | 1.3  | Observing                                 | F1  | Reading                                 |
|      |   | 1.4  | Listening                                 | F5  | Listening                               |
|      |   | 5.1  | Critical Thinking                         | F12 | Reasoning                               |
|      |   |      |   | F15 | Social                                  |
|      |   |      |   | F16 | Self-Management                         |
| D003 | Communicate with customers.                             | 1.12 | Speaking                                  | C7  | Interprets and Communicates Information |
|      |   | 4.1  | Interpersonal Skills                      | C11 | Serves Clients/Customers                |
|      |   |      |   | F5  | Listening                               |
|      |   |      |   | F6  | Speaking                                |
|      |   |      |   | F9  | Problem Solving                         |
| D004 | Understand team concepts.                               | 4.2  | Productive Team Skills                    | C7  | Interprets and Communicates Information |
| Door | Onderstand team concepts.                               |      |   |     |   |
| Door | Onderstand team concepts.                               |      |   | C9  | Participates                            |

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| D005 | Write steps of an occupational process using sentences | 1.11       | Writing                                 | C7        | Interprets and Communicates Information Writing |
|------|--|------------|---|-----------|---|
|      | and statements as appropriate.                         |            |   | F2<br>F12 | Reasoning                                       |
| D006 | Elect appropriate communication methods.               | 1.11       | Writing                                 | C3        | Allocates Materials and Facility Resources      |
| B000 | Elect appropriate communication methods.               | 1.12       | Speaking                                | C6        | Organize and Maintains Information              |
|      |  | 1.12       | Spearing                                | C13       | Negotiates to Arrive at a Decision              |
|      |  |            |   | C16       | Monitors and Corrects Performance               |
|      |  |            |   | C18       | Selects Technology                              |
|      |  |            |   | F1        | Reading   |
|      |  |            |   | F5        | Listening                                       |
|      |  |            |   | F9        | Problem Solving                                 |
| D007 | Identify various group processes.                      | 1.2        | Reading                                 | C7        | Interprets and Communicates Information         |
|      |  | 1.3        | Observing                               | F2        | Writing   |
|      |  | 1.4        | Listening                               | F6        | Speaking  |
|      |  | 2.16       | Structure and Function of Social System |           |   |
|      |  | 2.26       | Language                                |           |   |
|      |  | 4.5        | Multicultural Sensitivity               |           |   |
| D008 | Identify components of group dynamics.                 | 1.2        | Reading                                 | C7        | Interprets and Communicates Information         |
|      |  | 1.3        | Observing                               | F2        | Writing   |
|      |  | 1.4        | Listening                               | F6        | Speaking  |
|      |  | 2.16       | Structure and Function of Social System |           |   |
|      |  | 4.5        | Multicultural Sensitivity               |           |   |
| D009 | Apply facilitation skills in a group setting.          | 4.1        | Interpersonal Skills                    | C7        | Interprets and Communicates Information         |
|      |  | 4.2        | Productive Team Skills                  | C9        | Participates                                    |
|      |  | 4.3        | Consistent, Responsive, Caring Behavior | C12       | Exercises Leadership                            |
|      |  | 4.4        | Rights and responsibilities             | F5        | Listening                                       |
|      |  | 4.5<br>4.6 | Multicultural Sensitivity               | F6<br>F8  | Speaking Decision Making                        |
|      |  | 4.0        | Open mind to alternative perspectives   | F9        | Problem Solving                                 |
|      |  |            |   | F13       | Responsibility                                  |
|      |  |            |   | F15       | Social  |
|      |  |            |   | F16       | Self-Management                                 |
|      |  |            |   | 110       | Sen-Management                                  |
|      |  |            |   |           |   |
|      |  |            |   |           |   |
|      |  |            |   |           |   |
|      |  |            |   |           |   |
|      | Demonstrate Problem Solving Techniques.                |            |   |           |   |
| E001 | Explain the value of applying a problem-solving        | 1.11       | Writing                                 | C7        | Interprets and Communicates Information         |
|      | system.  | 1.12       | Speaking                                | C10       | Teaches Others                                  |
|      |  |            |   | C15       | Understands Systems                             |
|      | 1  | 1          |   | <u> </u>  | ·   |

**Skill Standards** 

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|      |  |      |                                  | F2         | Writing  |
|------|--|------|----------------------------------|------------|--|
| E002 |  |      |                                  | F6         | Speaking   |
| E002 | Apply a system of problem solving.                       | 1.1  | Accessing Sources of Information | C7<br>C9   | Interprets and Communicates Information                |
|      |  | 1.10 | Classifying                      |            | Participates   |
|      |  | 5.1  | Critical Thinking                | C12<br>C16 | Exercises Leadership Monitors and Corrects Performance |
|      |  | 5.2  | Creative Thinking                |            |  |
|      |  | 5.3  | Conceptualizing                  | C20        | Maintains and Troubleshoots Technology                 |
|      |  | 5.4  | Decision Making                  | F2         | Writing  |
|      |  | 5.5  | Problem Solving                  | F6         | Speaking   |
|      |  | 6.1  | Appling Multiple Perspectives    | F9         | Problem Solving  |
| E003 | Identify opportunities for applying problem solving      | 1.1  | Accessing Sources of Information | C7         | Interprets and Communicates Information                |
|      | techniques.  | 5.2  | Creative Thinking                | C15        | Understands Systems                                    |
|      |  | 5.3  | Conceptualizing                  | F2         | Writing  |
|      |  | 5.4  | Decision Making                  | F6         | Speaking   |
|      |  | 6.1  | Appling Multiple Perspectives    | F9         | Problem Solving  |
|      | ACADEMIC STANDARDS for 1.0                               |      |                                  |            |  |
|      | Language Arts  |      |                                  |            |  |
|      | Applies the reading process and strategies to directions | 1.2  | Reading                          | F1         | Reading  |
|      | or tasks that are relatively short and with limited      |      |                                  |            |  |
|      | categories of information, directions, concepts and      |      |                                  |            |  |
|      | vocabulary (LA 1)  |      |                                  |            |  |
|      | Demonstrates competence in using various information     | 1.1  | Accessing Sources of Information | C5         | Acquires and Evaluates Information                     |
|      | sources, including knowledge-based and technical         |      |                                  |            |  |
|      | texts, to perform specific tasks (LA 2)                  |      |                                  |            |  |
|      | Demonstrates competence in writing and editing           | 1.11 | Writing                          | C7         | Interprets and Communicates Information                |
|      | documents, using correct grammar and punctuation         |      |                                  | F2         | Writing  |
|      | (LA 3)   |      |                                  |            |  |
|      | Demonstrates competence in speaking to provide,          | 1.12 | Speaking                         | F6         | Speaking   |
|      | distribute, or find information (LA 4)                   |      |                                  |            |  |
|      | Demonstrates competence in making oral formal and        | 1.12 | Speaking                         | F6         | Speaking   |
|      | informal presentations, including selecting and using    |      |                                  |            |  |
|      | media (LA 5)   |      |                                  |            |  |
|      | Adapts listening strategies to utilize verbal and        | 1.4  | Listening                        | F5         | Listening  |
|      | nonverbal content of the communication (LA 6)            | 1    | Disterning                       | 13         | Eistening  |
|      | Mathematics  |      |                                  |            |  |
|      | Adds, subtracts, divides, and multiplies whole and       | 2.8  | Mathematical Procedures          | F3         | Arithmetic   |
|      | mixed numbers, fractions, and decimals (MA 1), (MA       | 0    |                                  |            |  |
|      | 4)   |      |                                  |            |  |
|      | ,  | 2.8  | Mathematical Procedures          | F3         | Arithmetic   |
|      | Mentally adds, subtracts, divides, and                   | 2.0  | ividuismiduodi i roccudios       | 1 3        | 7 Millimette   |
|      | multiplies whole numbers (MA 4)                          |      |                                  |            |  |

#### **Skill Standards**

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| ACADEMIC STANDARDS for 6.0   |      |                                  |          |   |
|--|------|----------------------------------|----------|---|
| Language Arts  |      |                                  |          |   |
| Applies the reading process and strategies to directions or tasks that are relatively short and with limited categories of information, directions, concepts and vocabulary (LA 1) | 1.2  | Reading                          | F1       | Reading   |
| Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks (LA 2)                                      | 1.1  | Accessing Sources of Information | C5<br>F1 | Acquires and Evaluates Information<br>Reading       |
| Demonstrates competence in writing and editing documents, using correct grammar and punctuation (LA 3)   | 1.11 | Writing                          | F2       | Writing   |
| Demonstrates competence in speaking to provide, distribute, or find information (LA 6)   | 1.12 | Speaking                         | F6       | Speaking  |
| Adapts listening strategies to utilize verbal and nonverbal content of the communication (LA 6)  | 1.4  | Listening                        | F5       | Listening   |
| ADACEMIC STANDARDS for 7.0   |      |                                  |          |   |
| Language Arts  |      |                                  |          |   |
| Applies the reading process and strategies to directions or tasks that are relatively short and with limited categories of information, directions, concepts and vocabulary (LA 1) | 1.2  | Reading                          | F1       | Reading   |
| Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks (LA 2)                                      | 1.1  | Accessing Sources of Information | C5       | Acquires and Evaluates Information                  |
| Demonstrates competence in writing and editing documents, using correct grammar and punctuation (LA 3)   | 1.11 | Writing                          | C7<br>F2 | Interprets and Communicates Information<br>Writing  |
| Demonstrates competence in speaking to provide, distribute or find information (LA 4)  | 1.12 | Speaking                         | C7<br>F6 | Interprets and Communicates Information<br>Speaking |
| Demonstrates competence in making oral formal and informal presentations, including selecting and using media (LA 5)   | 1.12 | Speaking                         | C7<br>F6 | Interprets and Communicates Information<br>Speaking |
| Adapts listening strategies to utilize verbal and nonverbal content of the communication (LA 6)  | 1.4  | Listening                        | F5       | Listening   |
| Mathematics  |      |                                  |          |   |

## **Skill Standards**

## **Kentucky Academic Expectations**

| Adds, subtracts, divides, and multiplies whole and          | 2.7  | Number                                    | F3  | Arithmetic                            |
|---|------|---|-----|---------------------------------------|
| mixed numbers, fractions, and decimals (MA 1), (MA          | 2.8  | Mathematical Procedures                   | F4  | Mathematics                           |
| 2)  |      |   |     |                                       |
| Mentally adds, subtracts, divides and multiplies whole      | 2.7  | Number                                    | F3  | Arithmetic                            |
| numbers (MA 4)  | 2.8  | Mathematical Procedures                   | F4  | Mathematics                           |
| Interprets charts, tables, and graphs (MA 174)              | 2.7  | Number                                    | F3  | Arithmetic                            |
|   | 2.8  | Mathematical Procedures                   | F4  | Mathematics                           |
| Science   |      |   |     |                                       |
| Uses computers for information processing (SC 499)          | 1.16 | Using Electronic Technology               | C8  | Uses Computers to Process Information |
| Applies and uses maps, charges, tables, and graphs to       | 2.7  | Number                                    | F3  | Arithmetic                            |
| complete tasks (SC 042) 2.7                                 | 2.8  | Mathematical Procedures                   | F4  | Mathematics                           |
| 2.8   |      |   | F12 | Reasoning                             |
| Analyzes drugs impact on society (SC 002)                   | 2.1  | Nature of Science Activity                | C5  | Acquires and Evaluates Information    |
|   | 2.16 | Structure and Function of Social System   |     |                                       |
|   | 2.18 | Structure and Function of Economic System |     |                                       |
|   |      |   |     |                                       |
|   |      |   |     |                                       |
|   |      |   |     |                                       |
|   |      |   |     |                                       |
| ACADEMIC STANDARDS for 13.0                                 |      |   |     |                                       |
| Language Arts   |      |   |     |                                       |
| Applies the reading process and strategies to direction     | 1.2  | Reading                                   | F2  | Reading                               |
| or tasks that are relatively short, with limited categories |      |   |     |                                       |
| of information, direction, concepts, and vocabulary         |      |   |     |                                       |
| (LA 1)  |      |   |     |                                       |
| Demonstrates competence in using various information        | 1.1  | Accessing Sources of Information          | C5  | Acquires and Evaluates Information    |
| sources, including knowledge-based and technical            |      | -   |     |                                       |
| texts, to perform specific tasks (LA 2)                     |      |   |     |                                       |
| Demonstrates competence in speaking to provide,             | 1.12 | Speaking                                  | F6  | Speaking                              |
| distribute, or find information (LA 4)                      |      |   |     |                                       |
| Demonstrates competence in making oral formal and           | 1.12 | Speaking                                  | F6  | Speaking                              |
| informal presentations, including selecting and using       |      |   |     |                                       |
| media (LA 5)  |      |   |     |                                       |
| Adapts listening strategies to utilize verbal and           | 1.4  | Listening                                 | F5  | Listening                             |
| nonverbal content of communication (LA 6)                   |      |   |     |                                       |